

LOOTOK

Serious business play



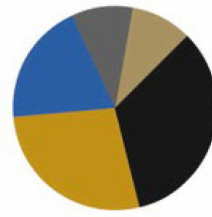
Quick,
creative ways
to energize
your BCM
program

Sean Murphy
Lootok CEO & President

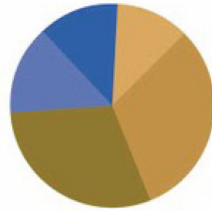
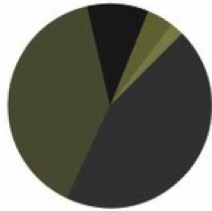
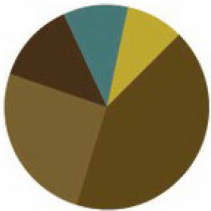
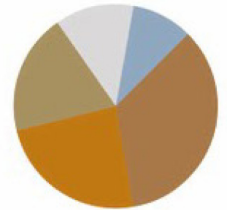
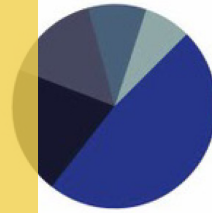
July 2015

Agenda

1. How do people learn?
2. What are some fun, but effective ways I can train my team?
3. What are some quick tools I can use to facilitate exercises?
4. How can I increase awareness and adoption of my program?



Quick, creative ways to
energize your business
continuity program

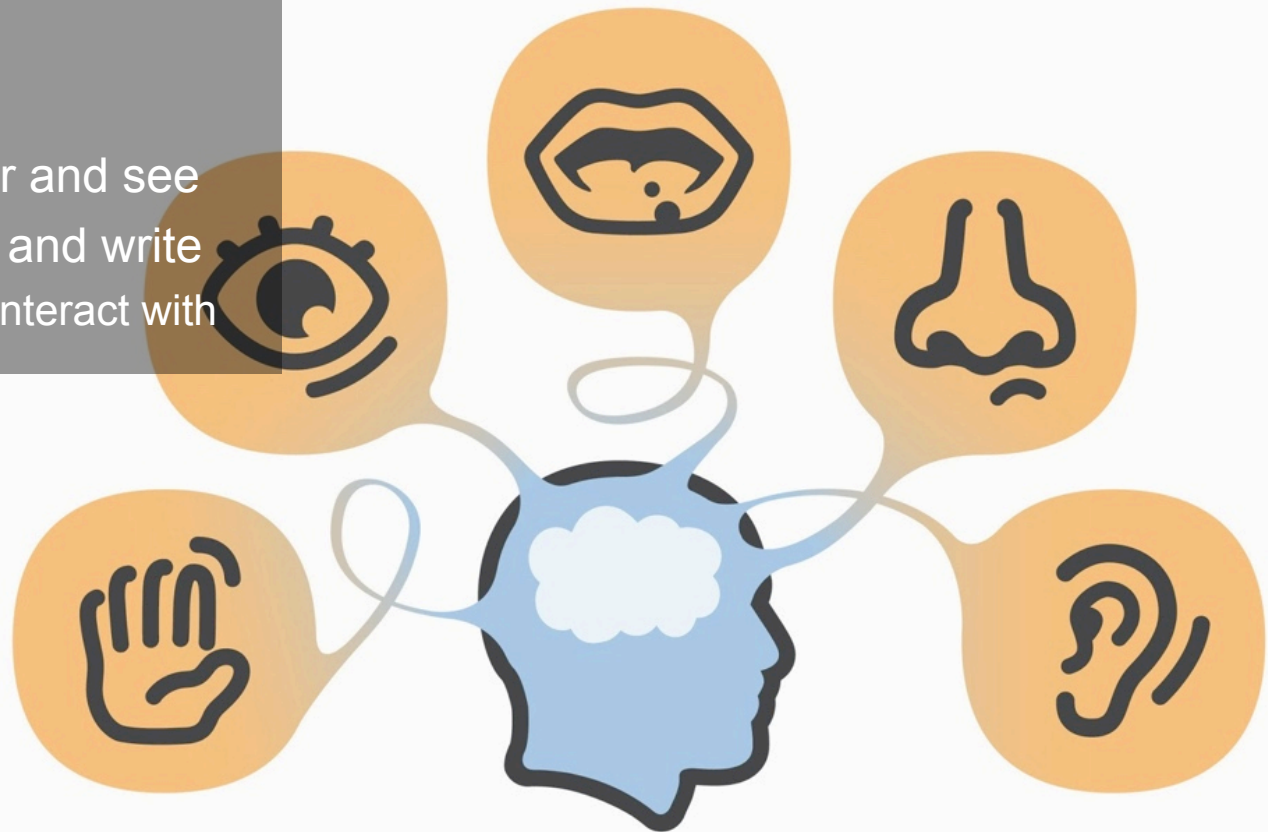


A photograph of a woman in a white dress walking on a paved path. In the foreground, a black trash can stands on a grassy area. Litter, including a white cup and some paper, is scattered on the grass around the base of the trash can. The background is filled with lush green trees.

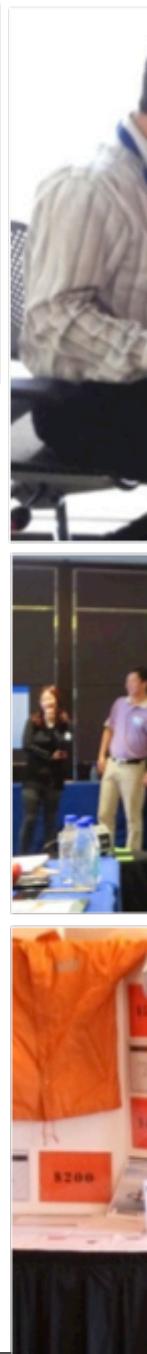
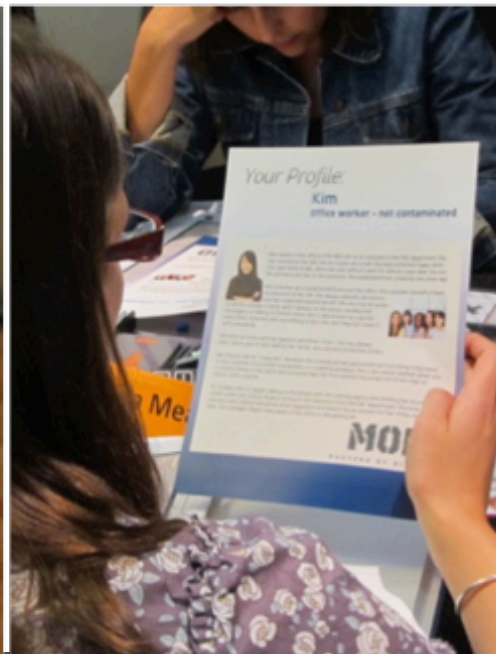
Does making it interesting
make a difference?

Here's what we remember:

- 10% of what we read
- 20% of what we hear
- 30% of what we see
- 50% of what we hear and see
- 70% of what we say and write
- 90% of what we do or interact with



So, keep it engaging



Training

Do your people know what they don't know?



**BUSINESS CONTINUITY
BATTLE**



BUSINESS CONTINUITY BATTLE

**Name the top threats to BC feared by BC professionals
in 2014.**

IT & telecom outage

Interruption to utility supply

Cyber attack

Fire

Data breach

Security incident

Adverse weather

Health & safety incident





Name the challenges that BC professionals believe may impede BC progress within their organization

Lack of budget

Lack of support from bus. units

Lack of exec. mgmt. support

Lack of time for BC

High levels of org. change

Lack of BC staff





Name four reasons why you should update your business recovery plans

Annual review

If operations change (processes)

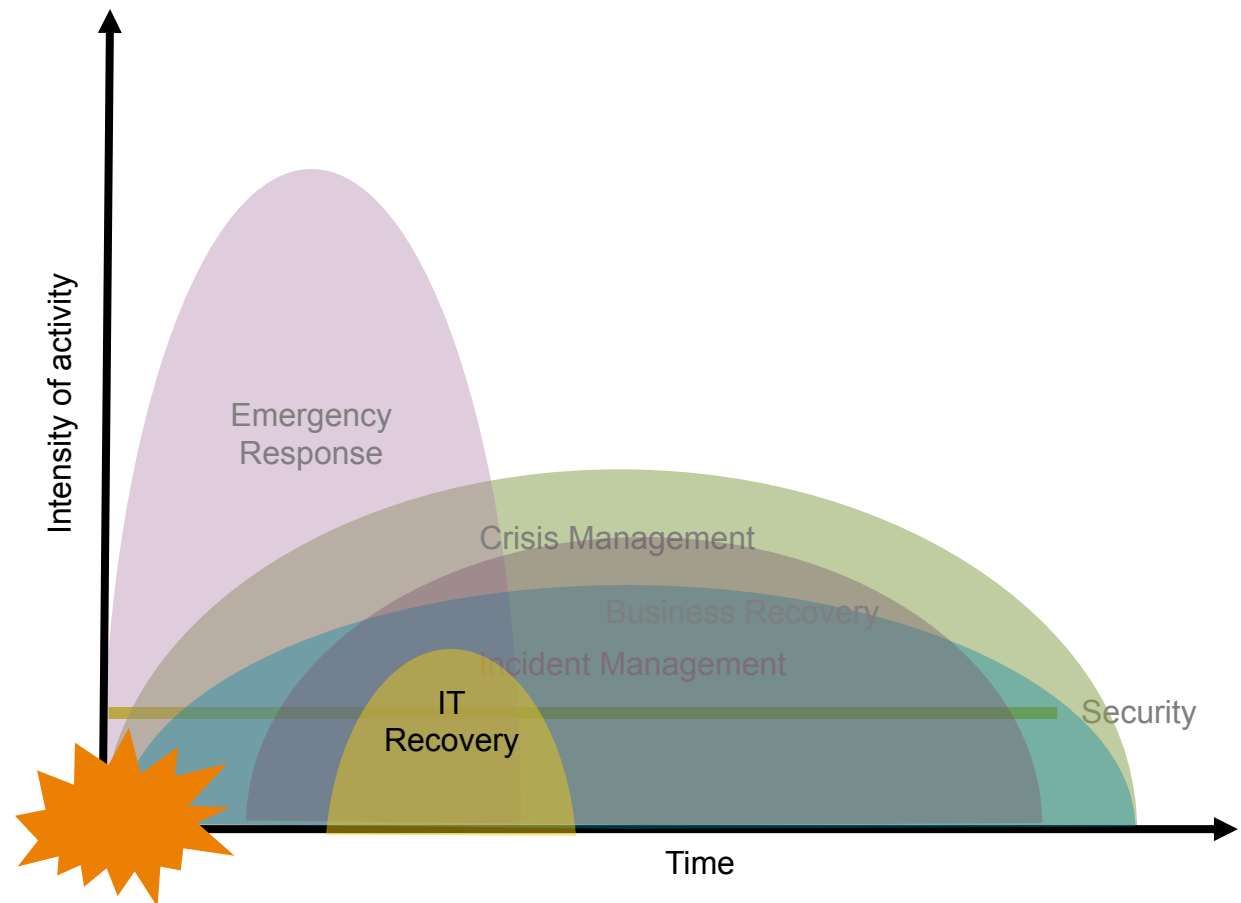
If there is a change to your structure

If there is a location change



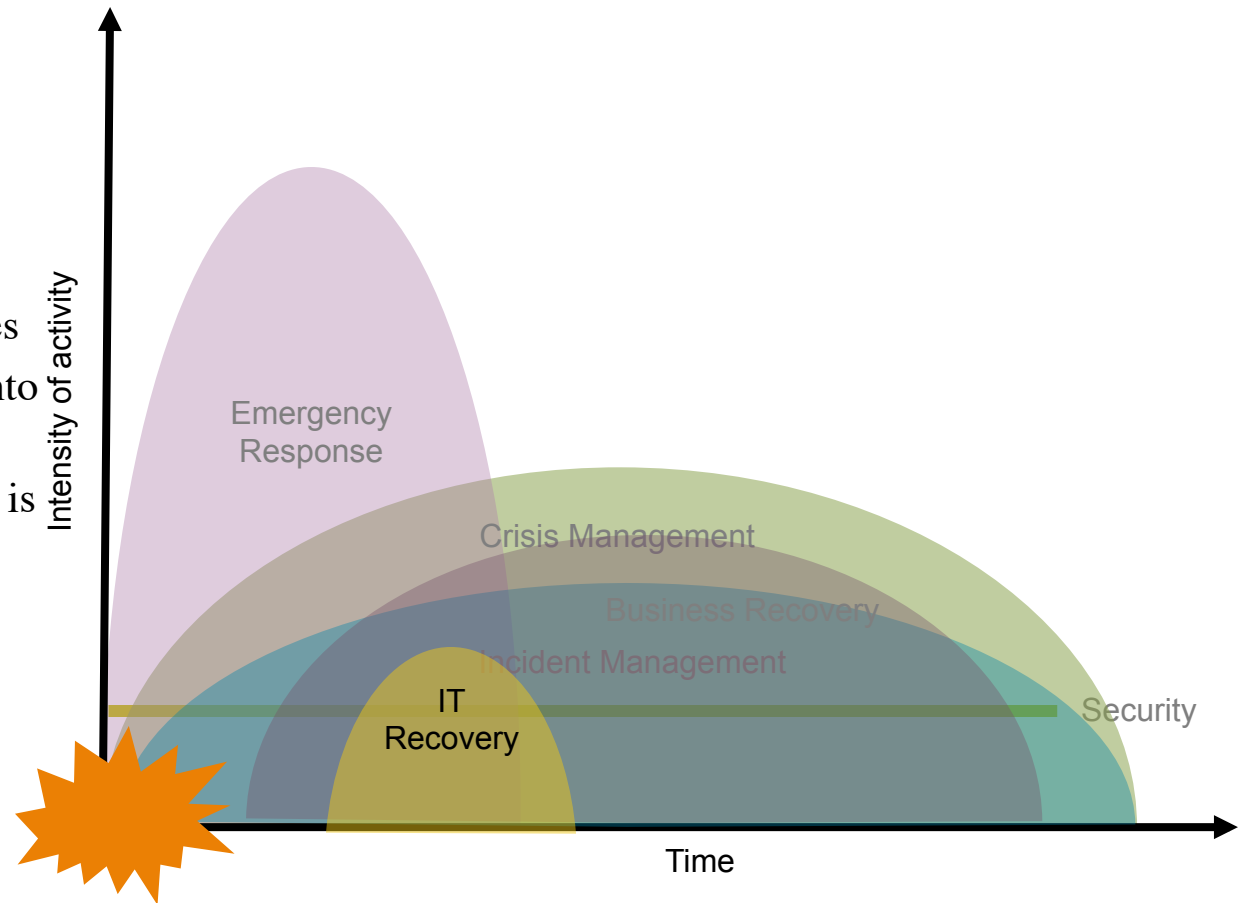
Involve people in their learning process

- Security
- Emergency management
- IT recovery
- Business recovery
- Crisis management and communications
- Incident management and communications



Involve people in their learning process

- Restore servers and networks per recovery priorities
- Facilitate evacuation or sheltering-in-place
- Monitor the media for potential media impact
- Relocate employees to continue critical processes
- Conduct investigations into malicious threats
- Determine if the incident is a crisis



Repurpose classic games



BCM Bingo

The designated area at which employees, visitors, and contractors convene if evacuated from the building or site.

B I N G O



BCM Bingo

A system that allows one person to create a message, and then send it out to large groups of people all at once.

B I N G O



BCM Bingo

An epidemic occurring worldwide or over a very wide area, usually affecting a large number of people.

B I N G O



BCM Bingo

The group that would respond to an incident, and who should contribute significantly to the writing and testing of the BC plans.

B I N G O



BCM Bingo

This stands for “Recovery Time Objective,” and is known as the period of time within which systems, applications, or functions must be recovered after an outage.

B I N G O



BCM Bingo

This term indicates the ability to recover or “bounce back” quickly from a stress-causing incident.

B I N G O



BCM Bingo

A team consisting of key executives, key role players, and business owners of critical functions who are responsible for recovering operations during a crisis.

B I N G O



BCM Bingo

A document that depicts the calling responsibilities and order used to contact management, employees, business partners, and other key contacts in an emergency.

B I N G O



BCM Bingo

The world's first international standard for Business Continuity Management.

B I N G O



BCM Bingo

The reliance or interaction of one activity or process upon another.

B I N G O



BCM Bingo

The process of analyzing business functions and the effect that a business disruption might have upon them.

B I N G O



BCM Bingo

The Federal Emergency Management Agency, whose mission is to help ensure that as a nation, we build our capability to prepare for and protect against all hazards.

B I N G O



BCM Bingo

An examination to identify risks associated with the differences between business/operations requirements and the current available recovery capabilities.

B I N G O



BCM Bingo

The immediate reaction and response to an emergency situation commonly focusing on ensuring life safety and reducing the severity of the incident.

B I N G O



BCM Bingo

A documented collection of procedures and information that is maintained to enable an organization to continue to deliver critical products and services in an incident.

B I N G O



BCM Bingo

A process whereby critical data is replicated to another device.

B I N G O



BCM Bingo

Resources and activities to reestablish information technology services at an alternate site following a disruption of IT services.

B I N G O



BCM Bingo

An alternate facility that already has in place the computer, telecommunications, and environmental infrastructure for recovering critical business functions.

B I N G O



BCM Bingo

An event that cannot not be predicted by normal scientific or probability methods.

B I N G O



BCM Bingo

A management decision to take no action to mitigate the impact of a particular risk.

B I N G O



BCM Bingo

This alternate facility is also known as a “hot site,” and has the necessary infrastructure and utilities to continue critical business processes.

B I N G O



BCM Bingo

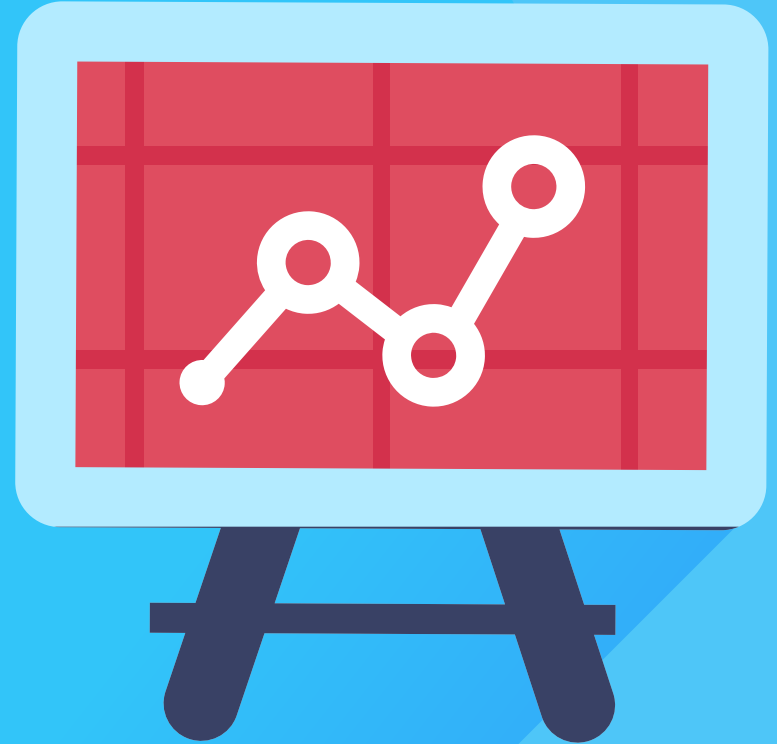
Technique for rehearsing emergency teams in which participants discuss the actions they would take according to their plans, but do not perform any of these actions.

B I N G O



Exercising

Not enough time for a 4 hour tabletop?



Think outside of the box

BCM Mad Libs guide groups to concoct their own worst-case scenarios.

BCM Mad libs
Reassignment

A(n) _____ went through the region last night causing massive damages. All public
Extreme weather event

transit and roads are closed, including the extremely _____ way you usually come to work.
Adjective

This has also prevented access to _____ your relocation site. You are unable to
Name of relocation site (not employee homes)

log in to the network because of a(n) _____ that was somehow hurled into the server
Heavy objective

room, disrupting the network connection.

Based on news reports, it seems like it will be _____ days before you can get back
Number 5 & 15

to work - in the meantime, you're not going anywhere. But before you relax on the couch to catch up
on _____, your favorite television show, you need to figure out how you're going to
TV show

address impending deadlines for _____.
A critical process

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BCM Mad libs
Relocation

It is Monday at _____ and you receive a call from _____ a
Time of day Name of department leader

department leader at your site, informing you that there has been a(n) _____
Threat

at the site. It will take _____ days for cleanup and repair. You call your contact at
Number between 10 & 100

_____ to ask about relocating your team, but they inform you that they are
Primary relocation site (not employee's home)

also closed to fumigate invading _____.
Pests/vermin

You contact _____ but s/he is busy dealing with a(n) _____.
Name of business continuity manager Adjective

legal situation and has no time to discuss your problem. You have an extremely _____
Adjective

deadline for _____ that puts its recovery time objective higher than usual.
A critical process

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BCM Mad libs
Manual workarounds

You have just returned from a two-week vacation to _____ and you are eager to catch up
Exotic location

on emails. You turn on your computer to see only the word _____ repeated over and over
Funny word

on your screen.

You call _____, your IT representative, but can only reach his/her voice-mail.
Name of IT representative

You wait around drinking _____ until IT shows up. S/he quickly identifies it as the famed
A beverage

_____ virus and gathers a team to investigate. S/he requests that no one log in to their
A funny word

computer or email until further notice.

You speak to your contact _____, one of your business partners, who encountered
Name of a business partner

the virus earlier this month; they say that they lost _____ days of data and that it took
Number between 3 and 30

_____ weeks before systems were usable again.
Number between 2 and 8

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BCM Mad Relocation

BCM Mad Recovery tasks

BCM Mad Reassignment

BCM Mad libs Manual workarounds

It is Monday at _____
Name of a department leader

department leader _____ a
Far away country

at the site. It will _____
Primary relocation site

also closed to fun _____

You contact _____ da _____
Name of a person

legal situation and _____
Legal situation

deadline for _____

so happens that during _____

full Business Recovery _____

_____ da _____

update on the departm _____

A(n) _____
Extreme weather event

transit and roads are closed, _____

This has also prevented acc _____

log in to the network becau _____

room, disrupting the netwo _____

Based on news reports, it se _____

work - in the meantime, yo _____

_____ ,
TV show

address impending deadline _____

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Exotic location

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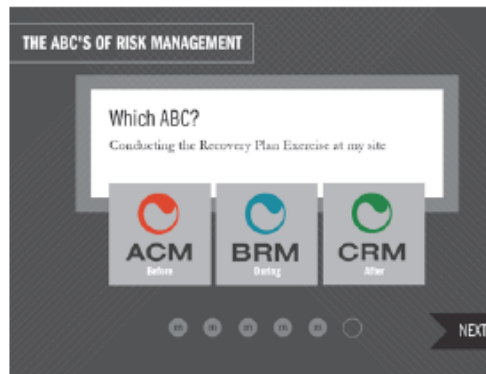
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Number between 3 and 30

_____ weeks before systems were usable again.
Number between 2 and 8

Give your program personality




#WeGotThis



Create an experience for the program





#WeGotThis

Hi CONTACT.FIRSTNAME,

The Resiliency Summits are back, by popular demand! The summit is a two-day training conference for risk management coordinators.


Why go? It's a rare chance to network with your peers, get one-on-one time with LooKok advisors, and receive tools for facilitating risk management your site. This year, attendees will be able to choose educational sessions based on their experience with the program.

Capacity is limited, so reserve your spot in your preferred location today!

[Save my spot!](#)

[Visit BRM online](#) or [contact our business partner, LooKok](#), for more information.


We look forward to seeing you at a summit!
Risk Management



A word from the Director of Risk Management

In an industry interview, the Director of Risk Management speaks about the role of risk management within an organization, and how everyone shares the responsibility of managing risk.

[Watch interview](#)




Have you scheduled your site's Step 1 progress call?

If you have not yet scheduled your Step 1 progress call, now is the time to do so by [registering online](#). All calls must take place by April 1, 2015.

[Reserve your time today](#) - timeslots are filling up quickly!

Share this email with other associates!

LOOKOK
LooKok | 228 Park Avenue South | New York, NY | 10003



#WeGotThis

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Risk Management

Build a common language

Creative resources

- Lootok News: <http://www.lootok.com/news>
- iStock Photo: <http://www.istockphoto.com>
- Gamecrafter: <https://www.thegamecrafter.com>
- PowerPoint Game
Templatpowerpointgames.wikispaces.com/
PowerPoint+Game+Templates
- Gamestorming by David Gray, James Macanufo & Sunni Brown
- The Power of Co-Creation by Venkat Ramaswamy & Francis Gouillart
- Made to Stick by Chip Heath & Dan Heath
- Brain Rules by John Medina



Questions?



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Thank you

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